



Warranty & Returns

Spa Parts ProShop provides a 90-day limited warranty on all products including pumps, replacement parts, and components. Warranty excludes damage caused by leaking seals and gaskets, and damage caused by neglect or improper installation. All returns must be pre-authorized by Spa Parts ProShop before being returned via [this form](#). Products will not always be returned to the original address, please follow instructions provided to you by the customer support email you will receive. Spa Parts ProShop will only refund shipping charges if an incorrect item is shipped. Lost or damaged packages will be processed through delivery carrier which may incur delays. All other returns can be shipped at customer's own expense, please choose products carefully when ordering. When preparing a product for return, please use packaging materials to protect the items during shipping. Be sure to clearly mark our return reference number on the box. Any unused or incorrectly ordered products must be returned within 30 days of initial order and must be in original/resalable condition for any credit to be issued. A 20% restocking fee may be applied to orders returned for this reason. Any defective or damaged products received will be subject to manufacturer inspection. Once evaluated, if deemed damaged/defective, a 100% credit will be refunded.

- 90 day warranty on all products
- Returns must be pre-authorized by Spa Parts ProShop
- Shipping charges only refunded for shipping errors
- Lost or damaged packages must be claimed through shipping carriers
- Incorrectly ordered and unused products must be returned within 30 days
- 20% restocking fee on unused returns
- 100% refund on defective products

Send an email to customerservice@spapartsproshop.com, and we will ensure a prompt and helpful response.